

Aging and Disability Services  
CARE Implementation  
Questions and Responses  
10/9/03

| Topic/Issue                                    | Question   | Answer   |
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| Assigning case managers                        | Who assigns the case manager to the client?  | For new clients, supervisors will assign the primary case manager and other team members in CARE. For ongoing clients, the case manager completing the first CARE for that client will assign themselves and the other team members to the cases.  |
| Teams  | What is the composition of the team for each client?   | The team will be a primary case manager, supervisor and nurse for each client.   |
| Teams  | What happens if another case manager covers my caseload in my absence? How will they have access to my clients?  | Other case managers (and nurses) will be assigned to a client by a supervisor on an as needed basis. For example, if a floater is covering your caseload and needs to complete an assessment for you, the supervisor will add that case manager's name to that client's team.  |
| Transferring client information from Legacy CA | What is the timing to move client information from legacy CA into CARE? I would like to get a jump start on my CARE assessment and transfer all my current client information (CA, SSPS, SERs) into the CARE tool. | <b><u>DO NOT</u></b> transfer Legacy CA information into CARE well in advance of the actual CARE visit. Transfer client details, SSPS, SER notes to CARE <u>no sooner than a week</u> before the CARE visit. The reason you don't want to transfer information sooner is because you may still need to complete work such as paying a provider for training, adding environmental modification, etc. in the old system. Also, it will be very confusing to look for SER notes in the new system if the notes aren't tied to an assessment. <b><u>The start of a CARE assessment is the point when you will transfer information into the new system.</u></b> |
| Assessment information                         | Can I enter some of the assessment information, e.g. diagnosis, medication, into CARE before the actual visit?   | When you create an assessment, you must enter an assessment date. The system will only allow today's date to be entered. So, if you enter diagnosis information today and then actually visit the client tomorrow, the system will record today as the assessment date. Also, the creation of the assessment triggers the "look back clock" which is the 7-day window to capture information. For the sake of consistency in the look back period, do not enter assessment information into CARE before the day of the actual assessment   |

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| Laptops                  | I have had a problem with the CARE screens freezing when I am working on an assessment. This seems to happen when I am searching medications or a diagnosis. I have a brand new Baby Dell laptop. What's up? | When you are in a client's home, it's best to have the laptop plugged in. The search for diagnosis or medications takes a lot of energy and is a drain on the laptop's battery. The screens freezing has only happened with the Baby Dells. When Brandon returns from vacation (around October 15) we will get more information about what's causing this problem.  |
| Assessment               | When should I move a pending assessment to Current?  | <p>Changes cannot be made to an assessment once it is in Current status. So, keep the assessment in pending until:</p> <ul style="list-style-type: none"> <li>• Your supervisor (or Hilary, or Eric) have reviewed the CARE assessment and given you feedback. This is especially important for the first couple of CARE assessments.</li> <li>• In addition, keep the assessment in pending status until you refer to the nurse or otherwise consult with the nurse. You will not be able to incorporate the nurse's comments or even have the nurse add information directly to the assessment unless it is in pending status.</li> </ul> |
| SSPS                     | Who completes the SSPS authorization?  | Case managers will complete the paperwork and input the information related to SSPS authorization. <b><u>Please make a copy of the SSPS and give to the admin support staff.</u></b>  |
| Mailings to IPs, agency. | Which documents are mailed to the IP and agency.   | The entire assessment and service summary will now be mailed to the IP and the agency. Highlighting of the home care agency or IP assigned tasks on the assessment will be very helpful to the worker. The information will be difficult to read otherwise.   |

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